

FACTSHEET 14:

When Things Happen:

Occasionally things will happen or changes occur and you will need to talk to someone about what to do.

If your needs are not being met:

The council may have a responsibility to step in and help you. A review or reassessment of your needs may need to take place. The council may have to arrange services for a period of time or support you to enable you to carry on using Direct Payments. If you are assisting with managing Direct Payments for someone else please contact the council as soon as possible and let them know about the change.

The emergency plans you have in place do not work:

You will have discussed a plan about what will happen if your personal assistant goes off sick, takes annual leave or doesn't show up for work. Sometimes the best plans do not work. The council has a responsibility to step in and assist you to meet your identified needs as discussed in your care plan. If this happens please contact Flintshire County Council as soon as possible.

Buying a service from an agency:

Flintshire County Council can provide you with information that explains what you should do when arranging your own support from an agency. If something happens and you are not happy with the service from the agency, you must first contact them and discuss your concerns with them, as you are the customer. You can also contact Flintshire County Council to discuss your concerns.

Employing personal assistants:

If you employ a personal assistant you will become their employer. As an employer you must follow employment legislation. The council is required to support you if you have any concerns about the person you are employing. Please contact them or speak to Flintshire County Council.

If you get into difficulty:

Mistakes occasionally happen when people choose to use a direct payment. Please don't worry, and contact the council as soon as possible. We will do everything in our power to support you to sort things out.

Direct Payments Support Service

Tel: 01352 701100

Email: dp.support@flintshire.gov.uk



**“ I have control
over who
supports
my son. ”**